FUNERAL SERVICES REVIEW BOARD

ANNUAL REPORT

1980 - 1981

Ontario

Ministry
of
Health

Ontario

Funeral
Services
Review
Board

416/965-7285

Room SW-1175
Hepburn Block
Queen's Park
Toronto, Ontario

September 15, 1982

The Honourable Larry Grossman

Minister of Health

Sir:

I have the honour to submit for your approval the Annual Report of the Funeral Services Review Board, for the two-year period ending December 31, 1981.

Yours sincerely,

Stuart E. Rosenberg, Ph.D.
Chairman

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MEMBERS

Stuart E. Rosenberg, Chairman	Toronto
Audrey McFarlane, Vice-Chairman	Kingston
Earl Armstrong	Manotick
James D. Tiller	Willowdale
Douglas Whitley	Trenton

The Funeral Services Review Board is established by the Funeral Services Act and is an independent appeal body consisting of lay people who are not in the public service of the Province and who are not and never have been members of a health discipline or licensed or registered under the Funeral Services Act. The main role of the Board is to ensure the protection of the public interest.

The Board reviews decisions of the Complaints Committee of the Board of Funeral Services when either the complainant or the member complained against is not satisfied with the decision. It also hears or reviews proposed decisions of the Registration Committee of the Board of Funeral Services in cases where the Registration Committee refuses to grant registration, or proposes terms, conditions or limitations to a registration.

The Board conducted four complaint reviews during.1980 and two complaint reviews during 1981.

The Board confirmed the decision of the Complaints Committee in three of those cases, returned two complaints to the Complaints Committee for further investigation and returned one complaint to the Complaints Committee and required it to refer the matter to the Discipline Committee.

The Board was not called on to review or hear any registration matters during 1980 or 1981.

The Board recognizes that when an individual is called on to arrange a funeral, the circumstances are very trying and highly emotional. The Board believes, therefore, that the communication between a funeral director and his or her client is of the utmost importance and that every effort should be made by Funeral Directors to ensure they are listening carefully to what is being said to and asked of them.